

**GP Patient Survey Questionnaire Review****8<sup>th</sup> October 2024****Partners and management team**

Dr Khalid Muneer (KM) – GP Partner  
Dr Maya Mallya (MM) – GP Partner  
Dr Aamer Khan (AK) – GP Partner  
Mr Ismail Khan (IK) – Pharmacist Partner  
Mrs Sheila Britten (SB) - Practice Manager  
Miss Kelly Gibson (KG) – Assistant Practice Manager

Apologies –  
Mrs Julie Wilson (JW) – Business Manager

**Review**

The Practice has today reviewed the recent published online GP Patient Survey results (July 2024) for South Bank Surgery (which are available for anybody to view, simply google GP Patient Survey and then on the website type in South Bank Surgery and it then brings up the results for our Practice Survey).

Out of 486 surveys sent out to registered patients, 134 surveys were returned to the ICB team, resulting in a 28% completion rate.

The questions covered a range of areas within the Practice including reception staff, telephone availability, healthcare appointments and IT as well as confidentiality matters, waiting list times and regarding their experiences when having consultations with healthcare professionals.

As a Practice, out of the twenty questions (previously there was thirteen questions, so seven new questions have been added) asked the Practice achieved the same or higher percentage figures in ten questions than the expected ICS average target and National average expected of all GP surgeries.

South Bank Surgery is a merged surgery of The Whitfield Practice and Dr Khan & Dr Muneer's surgery, merging on 1st April 2020 which came right in the middle of a global pandemic when the whole of the country was in a full government lockdown.

The surgery only has one location, and we are not a branch surgery.

**Dr Aamer Khan**  
*MBChB, MRCPGP (2006)*

**Dr Khalid Muneer**  
*MBCB, MRCPCH (2007),  
MRCGP (2008)*

**Dr Maya Mallya**  
*MBBS, DFFP (2003),  
DRCOG (2005), MRCGP*

**Mr Ismail Khan**  
*MPharm*

The Practice offers telephone prescription ordering for patients still and has a high elderly and nursing home patient population.

The results have been compared to the 2023 GP survey results and some questions have been removed, some have been altered and some new questions have been added.

Since July 2023 we have made some changes to better patient experience which includes:

### **New telephone system**

In March 2024 we installed a new digital telephony telephone system called Surgery Connect which includes the patient call back function, which means rather than patients waiting in a telephone queue for their telephone call to be answered, the patient can request a call back and once it is their place in the queue, the telephone system calls them back and the call is answered by the reception staff.

We have received positive verbal comments from patients regarding this new system.

All practice telephone calls are now recorded also and kept for a three-year period.

### **Registration online**

From 1<sup>st</sup> October 2024, as per the GP contract, we are now signed up for patients to register with the Practice online, making the registration process easier for patients.

### **Safer Surgeries**

The Practice has, from the 5<sup>th</sup> of July 2024, become a registered Safer Surgery, which means the Practice has made a commitment to taking steps to tackle the barriers faced by many migrants in accessing healthcare and declaring our practice a 'Safe Surgery' for everyone and ensuring that lack of ID or proof of address, immigration status or language are not barriers to patient registration.

The Practice website is currently undergoing some changes to reflect the above changes and once this has been undertaken, the Practice will publish this to patients in the form of posters in the reception waiting area.

The Practice is a part of the Middleton/ Hunslet Primary Care Network (PCN) and are constantly reviewing services we offer to patients and how we can improve this.

We currently participate in offering patients Saturday appointments with a GP and ANP either by telephone or face to face and includes Health Care Assistant and Practice Nurse appointments to offer a range of services including blood sampling, blood pressure checks and screening programmes.

From July 2024, we also now have a walk-in phlebotomy service available to patients two days a week (Tuesday and Thursdays) where patients can attend more quickly for blood tests.

Through the PCN, we also offer patient appointments in the surgery with Physiotherapists (waiting list time 1-2 weeks), social prescribers, health and wellbeing coaches, frailty teams and Linking Leeds. Reception and admin staff can book these services for patients without the need for speaking to a GP.

The Practice has also reconnected its link with Forward Leeds (this ended in 2022 and we have restarted it from July 2024) and we can now book patients in for face to face appointments with community alcohol and drugs workers in practice. Waiting list time is approximately 1-2 weeks and this can be booked by reception and admin staff without the need for speaking to a GP.

We have also arranged meetings (November 2024) with local pharmacies in the Leeds 10 area to help strengthen our relationships within the community and offer services to patients including Pharmacy First, blood pressure checks and contraceptive pill checks.

Following on from the Optimizing Access to General Practice review we undertook at the beginning of September 2022; we have continued to improve this by offering more afternoon appointments to patients including telephone and face to face appointments.

Patients are verbally reporting good feedback to the changes made by the Practice and reception staff are happy with the changes made by all clinicians to alleviate their pressure in reception.

All of this year's influenza vaccination clinics are available to book online also to make appointment booking easier for patients. Every eligible patient has been sent the URL link for this online booking service.

All patients who see a GP or ANP are safety netted and informed regarding referral processes.

The Practice feels that once again, we have proved that the surgery has listened to both the staff and patients' feedback and responded to the requirements we felt is needed for our practice population.

The full results of the survey are as follows –

<b>Question</b>	<b>Practice %</b>	<b>National %</b>	<b>ICS%</b>
The healthcare professional was good at listening to the patient	85 92% 2023	87	86
The healthcare professional was good at treating the patient with care and concern	77 90% 2023	85	85
The patient was involved as much as they wanted to be in decisions about their care and treatment	91 92% 2023	91	91
The patient had confidence and trust in the healthcare professional they saw or spoke to	89 97% 2023	92	92
The patients' needs were met	85 90% 2023	90	90
Good overall experience of this GP Practice	73 86% 2023	67	67
Good overall experience of making an appointment	69 86% 2023	74	74
Easy to get through to this GP Practice by telephone	70 86% 2023	50	47
Helpfulness of receptionist and administrative teams at this GP Practice	89 93% 2023	83	83
Satisfied with the general practice appointments times available	78 78% 2023	66	68
Offered a choice of appointment when last tried to make a general practice appointment	62 87% 2023	53	53
Find it easy to contact this GP Practice using their website	44% NEW	48	46
Find it easy to contact this GP Practice using the NHS app	32% NEW	45	44
Usually get to see or speak to their preferred healthcare professional when they would like to	73% NEW	40	38

Knew what the next step would be after contacting their GP Practice	78% NEW	83	82
Knew what the next step would be within two days of contacting their GP Practice	92%	93	94
Were offered a choice of location when they last tried to make a general practice appointment	8% NEW	13	14
Health care professional they saw or spoke to was good at considering their mental wellbeing during their last general practice appointment	71 NEW	73	72
Health care professional they saw or spoke to have all the information they needed about them during their last general practice appointment	95 NEW	92	91
Enough support from local services or organisations in the last 12months to help manage long term conditions or illnesses	73 NEW	68	68

The Practice will continue to deliver the professional care it always delivers to patients.

The Practice will review the GP Patient Survey Questionnaires in twelve months time – July 2025.